



## **Residential 9-1-1**

*In 1992, after an extensive study, the Metropolitan 9-1-1 Board changed 9-1-1 from strictly emergency to police, fire and medical response. This system is in place to facilitate all public safety responses whenever assistance is needed. Follow these guidelines when calling 9-1-1:*

### **WHEN to use 9-1-1:**

- To report an accident or any public safety emergency.
- If you see someone looking into or tampering with cars or walking into backyards, garages, etc.
- If you see a vehicle slowly “cruising” your neighborhood.
- If you see any suspicious activity in other areas – parks, etc.
- If you smell a burning odor and are unable to locate the source.
- If you are feeling ill and think an ambulance might be needed.
- When in doubt or unsure of the situation, call 9-1-1 and a dispatcher will assist you.

### **HOW to use 9-1-1:**

- Stay calm.
- State the problem.
- State the location.
- Answer all the questions.
- Stay on the line until the dispatcher ends the call.
- You can dial 9-1-1 from any pay phone without depositing money. If you call from a cellular telephone, the call might be received by the State Patrol and transferred to the appropriate agency.

For more information, contact the Edina Police Department, 952-826-1610.

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### **EDINA POLICE DEPARTMENT**

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